

Measurability Assessments of the Department of Administration's 12 Programs

A presentation to the Joint Legislative
Oversight Committee on General Government

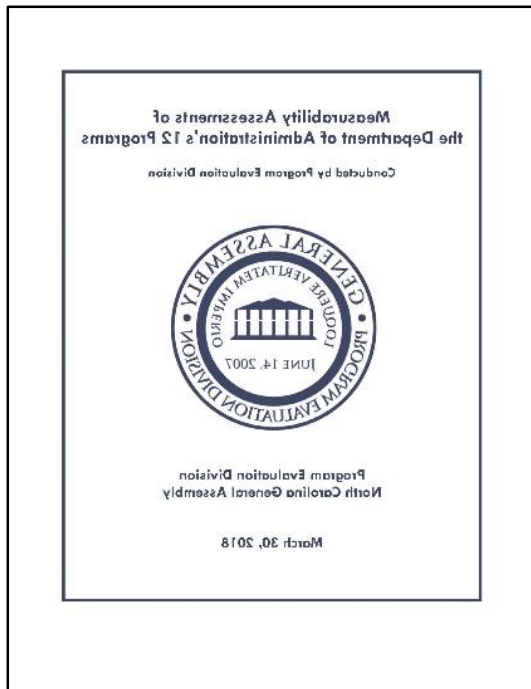
April 10, 2018

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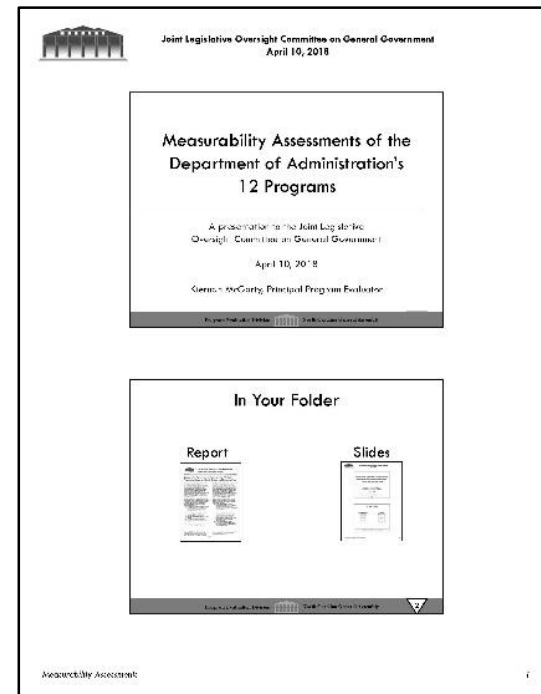


In Your Folder

Report



Slides



2 Ways PED Evaluates State Programs

- **Evaluations (since 2007)** – in-depth studies of existing state programs to determine effectiveness and efficiency
- **Measurability Assessments (2017)** – brief, **technical** assessments of existing & **new** state programs to determine whether they are well-designed, well-managed & collect the performance information necessary to inform future inquiries into effectiveness and efficiency



Measurability Assessment Program

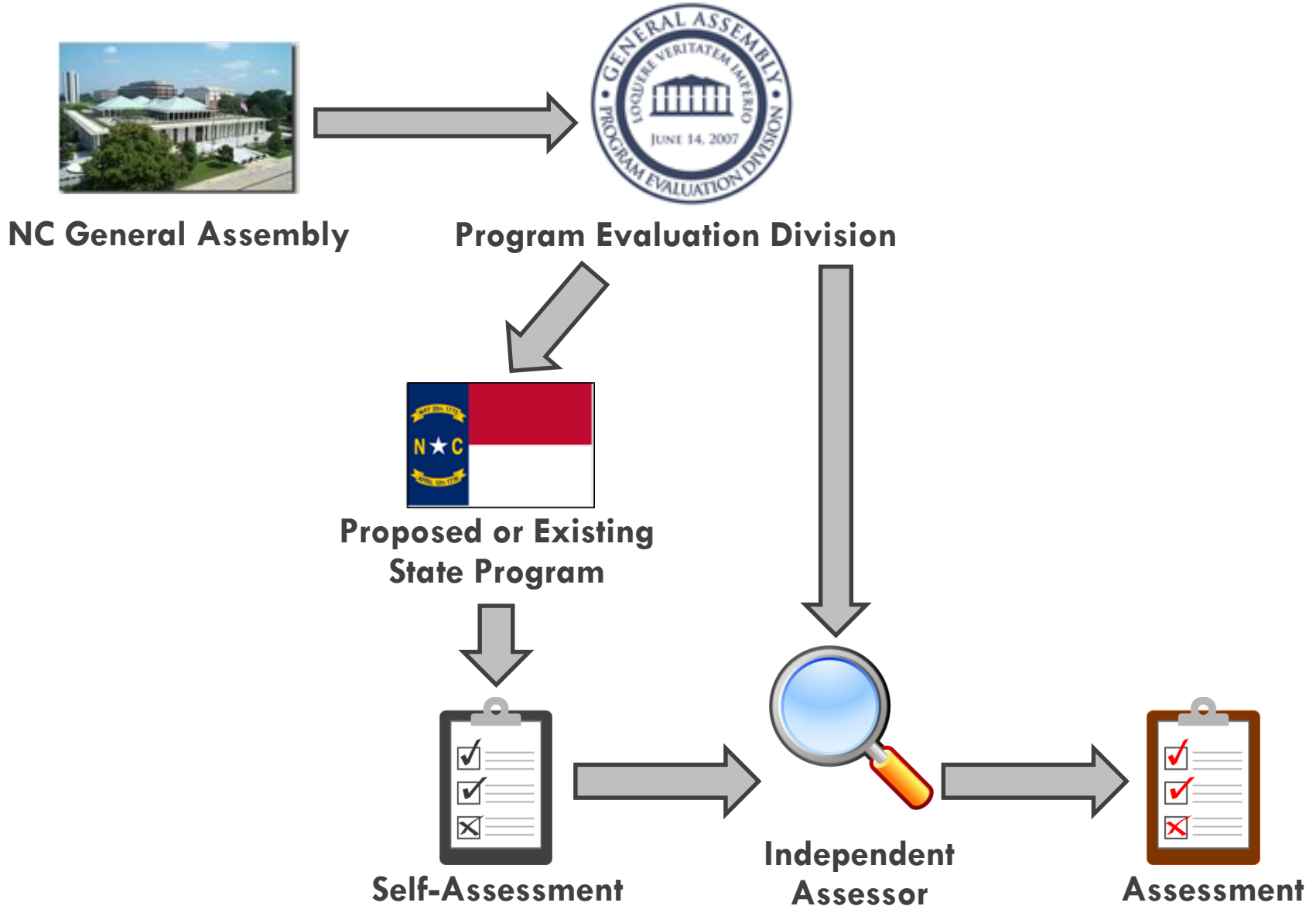


Measurability Assessment Act of 2016

- A measurability assessment is an independent evaluation of a program's progress on 14 indicators
- PED responsible for establishing standards for conducting and reporting measurability assessments



Measurability Assessment Process

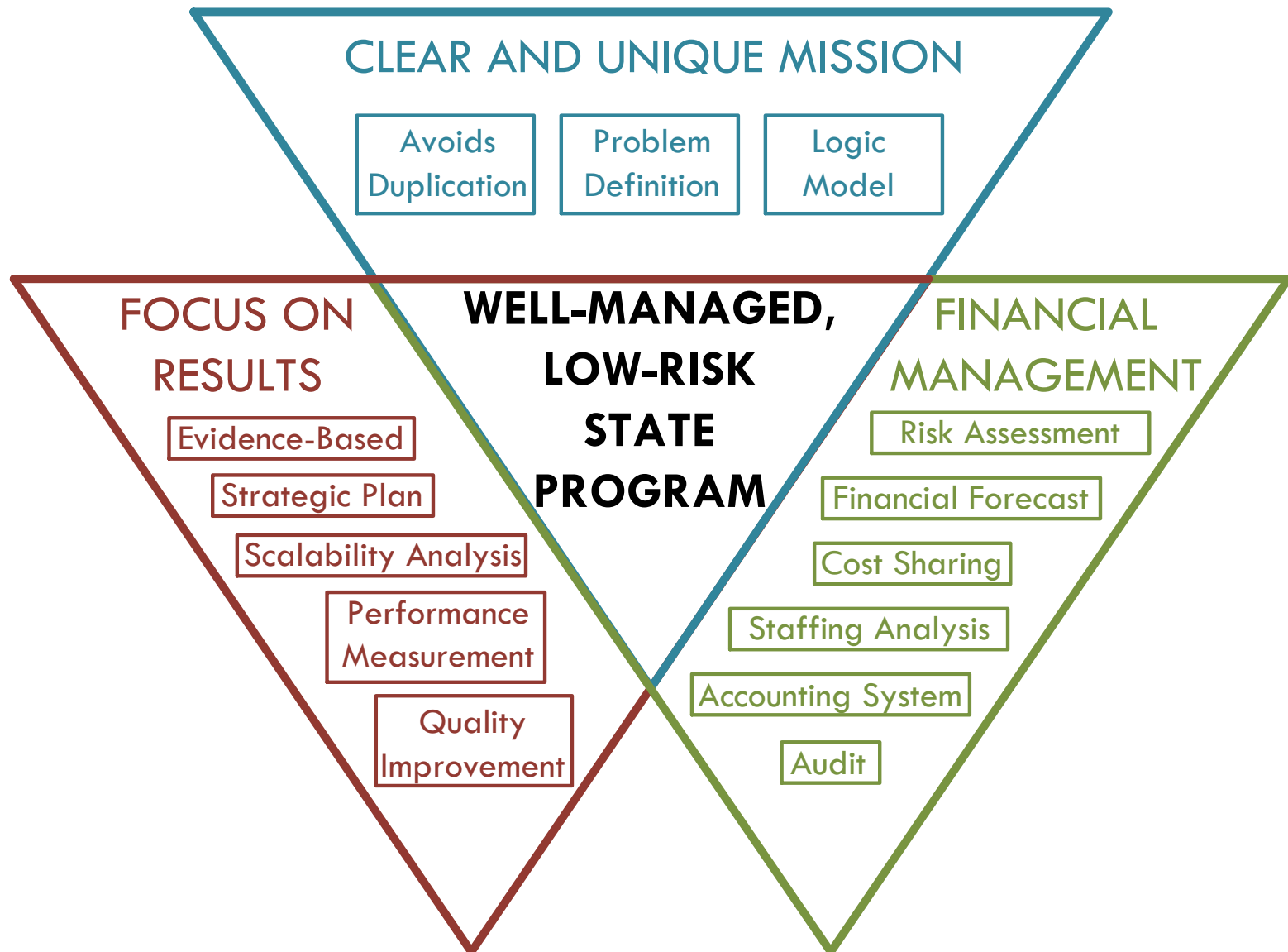


Measurability Assessment Documents

- RFQ for independent assessors
- Tools for performing assessments
 - Measurability Assessment Guidebook
 - Self-Assessment Form
 - Measurability Assessment Form



Measurability Assessment Framework



Measurability Assessments of 12 DOA Programs



Our Charge

- **Directive:** Session Law 2017-57 directed PED to conduct measurability assessments of DOA programs to improve department accountability reporting
- **Agency:** Department of Administration
- **Team:** Kiernan McGorty, Brent Lucas, Carol Shaw, Joanne Brosh, and Adora Thayer



12 DOA Programs

Operations Programs	Advocacy Programs
Facility Management	Indian Affairs
Mail Service Center	Women & Youth Involvement
Motor Fleet Management	Historically Underutilized Businesses
Non-Public Education	
Purchase & Contract	
State Construction	
State Parking	
State Property	
Surplus Property	



Performed Well

- **Cost Sharing** – all programs that require cost sharing have a description of cost sharing requirements; all programs that do not require cost sharing have a description of why not
- **Accounting System** – all programs use North Carolina Accounting System



In Progress

- **Logic Model** – most programs have a logic model with inputs, activities, outputs, outcomes, and impacts but did not demonstrate their logic models have been shared with key stakeholders or are updated periodically
- **Strategic Plan** – most programs have a mission and vision statement and are in the process of updating their strategic plans to include goals, objectives, and performance measures



In Progress

- **Performance Measurement** – most programs have some types of measures (i.e., inputs, outputs, efficiency/process, quality, outcomes) but do not have all types of measures; most programs have a standard format for reporting measures but did not demonstrate they have a defined method for collecting performance data, validate their measures periodically, or regularly report their measures to managers, staff, and key stakeholders

Received Partial Credit

- **Risk Assessment** – DOA has a system of internal control, but most programs have not conducted a risk assessment to identify potential financial, fraudulent, or legal hazards
- **Financial Forecast** – most programs annually conduct a financial forecast but did not demonstrate they project revenues and expenditures for at least 5 years or explain trends



Received Partial Credit

- **Audit** – all programs have a description of audit requirements that demonstrate accessibility of persons, documents, and property, but most do not have a record of prior audits or a record of corrective actions taken in response to audit findings and recommendations



Most Improvement Needed

- **Quality Improvement System** – most programs do not have a quality improvement system
- **Staffing Analysis** – most programs do not have a staffing analysis



Summary Documents in Report

	Pages
Summary of Overall Indicator Ratings	iv
Degree to which Indicators Are Met by 12 Programs	v
Degree to which Programs Meet 14 Indicators	vi
Summary of Key Element and Overall Indicator Ratings	vii-xii



